

Consumer complaint data and billing adjustment data ~~shall~~will be employed as service quality measures. The Department will compile and aggregate monthly the frequency of Consumer complaints. The Department also will compile and aggregate monthly the dollar amounts of Billing Adjustments. The Department will report data on both of these measures annually. The Department will offer company-specific meetings to discuss ~~each~~the Company's performance annually. Revenue penalties ~~shall~~will apply to each of these measures.

#### B. Billing Adjustments

The Department will compile and aggregate monthly the dollar amount of residential Billing Adjustments per 1,000 residential customers. The Department will provide such data to ~~each~~the Company on an annual basis. Upon request of the Company, the Department may conduct a company-specific meeting to discuss the Company's performance.

#### C. Consumer Surveys

~~Each~~The Company ~~shall~~will provide the results of two surveys to the Department on an annual basis: (1) a customer satisfaction survey of a statistically representative sample of residential customers; and (2) a survey of customers randomly selected from those customers who have contacted the Company's customer service department within the year in which service is being measured. The representative sample ~~shall~~will be newly drawn from customers contacting the Company's customer service area in the year previous and ~~shall~~will be conducted with a sample of respondents who are *redialed* after having concluded a contact with the Company's customer service area. The surveys, if conducted internally, ~~shall~~will be pre-approved by the Department regarding the method and customer questions.

For the residential customer satisfaction survey, the following question ~~shall~~will be used: "Using a scale where 1 = very dissatisfied and 7 = very satisfied; how satisfied are you with the service you are receiving from ~~Company name?~~Massachusetts Electric Company?" For the customer-specific survey, the following question ~~shall~~will be used: "Using a scale where 1 = very dissatisfied and 7 = very satisfied; how satisfied were you with the service you received from the customer service department of ~~Company Name?~~Massachusetts Electric Company?"

~~Each Company shall~~The Company will report the results of these surveys to the Department on an annual basis as specified in Section IX and ~~shall~~will include the results from the previous years of the survey up to a maximum of ten years. No benchmarks ~~shall~~will be calculated for these survey measures, because no revenue penalty mechanism has been assigned to these measures.

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